



**Task Order 56
Integrated Technical Architecture (ITA)
Management**

**Architecture Management Monthly SLA Metrics Report
Deliverable 56.1.4h**

Period Ending: 07/31/01

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TABLE OF CONTENTS

1. Introduction
2. ITA Management Operations Status
 - 2.1 Work Accomplished During This Period
 - 2.2 Issues or Anticipated/Current Problems
 - 2.3 Planned Work for Next Period
3. Availability
4. Help Desk
 - 4.1 Metrics Based Service Request Summary
 - 4.2 Help Desk Monthly Throughput

APPENDICES

- Appendix A. Help Desk Requests Details
Appendix B. Detailed Metrics Based Service Target Report
Appendix C. VDC Transition Project Planning Schedule

1. Introduction

The purpose of this task order is to:

- 1) provide a single Modernization Partner point of coordination for IT services and the VDC for Mod Partner projects in development and production.
- 2) provide the capability to sustain the ITA Release 1.0 production environment. ITA Release 1 is comprised of the following architecture components:
 - Interwoven TeamSite
 - Autonomy
 - Oracle
 - IBM Websphere (Application Server)
 - IBM HTTP Server (HIS) (Web Server)
 - IBM eNetwork Dispatcher
 - Informatica
 - Microstrategy

This task order provides architecture support for the following applications:

- SFANet
- IFAP
- Schools Portal
- CFO DataMart
- FP DataMart

2. ITA Management Operations Status

2.1 Work Accomplished During This Period

Mod Partner/IT Services/VDC Liaison:

- Tracked all Modernization IT Projects and their environment requirements (see Appendix C).
- Facilitated weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of open action item issues.
- Assisted development teams in preparing the VDC required documentation to be ready for their Production Readiness Review.
- Worked with SFA in updating the new Production Readiness Review checklist of documents required for the VDC sign off.

Integrated Architecture Infrastructure Support:

- Worked with the VDC to upgrade Oracle on the dev/test/stage/prod environments for IFAP to resolve a security issue identify by Oracle. The task also involved the reconfiguration of Websphere in all environments.
- Additional databases were created in Autonomy for the Advanced Search Page in development, test, staging and production environments to support new data added to Schools Portal.

- Supported the NASFAA conference by creating a new workarea to host COD data within the IFAP site. The effort included the modification of Interwoven and Autonomy.
- Updated a document detailing a process for deploying test documents using the shared instance of Interwoven. This process, working in conjunction with SFA content managers, will prevent test documents from being deployed to the production IFAP server.
- Assisted in planning the Interwoven software upgrade from version 4.2.1 to 5.0.1, including migrating the production data and testing the application. The upgrade is planned for August 2001.

2.2 Issues or Anticipated/Current Problems

- Teamed with the VDC to resolve an Interwoven TeamSite disk space issue. More disk was added by the VDC, reducing the capacity utilization to 30%. As a corrective measure for the future, the alarm threshold has been set up at 80% instead of 95%.

2.3 Planned Work for Next Period

- Continue working on capacity planning for Interwoven
- Continue working on Interwoven upgrade to version 5.0.1
- Work with IT Services, the VDC and other Operating Partners on Balanced Scorecard Seminar.

3. Availability

Availability Summary for all Components

ITA Components	Base Hours	VDC Outages	Application Outages	Adjusted Hours	ITA Outages	Total Availability	Tech Arch Percentage Availability*
Interwoven TeamSite	712	0	0	712	6	706	99.16%
Autonomy	712	0	0	712	0	712	100%
Oracle	712	0	0	712	0	712	100%
IBM Websphere	712	0	0	712	0	712	100%
IBM HTTP Server	712	0	0	712	0	712	100%
IBM eNetwork Dispatcher	712	0	0	712	0	712	100%
Informatica	712	0	0	712	0	712	100%
Microstrategy	712	0	0	712	1	711	99.99%

Base hours= 24 x 7 – maintenance windows (Sat&Sun 9pm-1am)

Adjusted Hours= Base Hours – (VDC Outages + Application Outages)

*Target availability 90%

Outages Details

	Date	Hours	Type	Detail
Microstrategy	07/18/01	1	ITA	Security patch installed to the server caused users to temporarily lose access to the datamart applications.
Interwoven	07/18/01	6	ITA	Interwoven TeamSite server ran out of space, causing an application outage until more space could be added to the server.

ITA Components/Applications Dependencies

	Applications				
	SFANet	IFAP	Schools Portal	FP DataMart	CFO DataMart
ITA Components					
TeamSite	X	X	X		
Autonomy	X	X	X		
Oracle	X	X	X	X	X
IBM Websphere	X	X			
IBM HTTP Server	X	X	X		
IBM eNetwork Dispatcher	X	X			
Informatica				X	X
Microstrategy				X	X

4. Help Desk

4.1 Metrics Based Service Report Summary

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
1.0	Response Time – High	90%	100%	3
1.1	Response Time – Medium	90%	100%	2
1.2	Response Time – Low	90%		0
	Other Service Metrics			
1.3	Service Reporting Delivery	7 TH	7 th	
1.4	Resolution Quality	90%	100%	4
1.5	Help Desk Accuracy	90%		0
	Help Desk Metric			
1.6	Request Volume			5

* See Appendix B for detailed metrics based service target report

Metric #	Title and Definition
1.0	Response Time High Priority This metric measures the percentage of requests with a priority labeled "high" that have been responded to within 4 business hours or less. High Priority Requests are those requests or issues deemed to be business-critical by one or more of the channels.
1.1	Response Time Medium Priority This metric measures the percentage of requests with a priority labeled "medium" that have been responded to within 6 business hours or less. Medium Priority Requests are those requests or issues that are essential but not business-critical.
1.2	Response Time Low Priority This metric measures the percentage of requests with a priority labeled "low" that have been responded to within 8 business hours or less. Low Priority Requests are all other requests not deemed High or Medium.
1.3	Service Reporting Delivery This metric covers the timely delivery of monthly Metrics Based Service Target Reports. Measured by the number of days from the target of the 7th day of the month.
1.4	Resolution Quality This metric measures the number of requests (under 80 hours) implemented correctly the first time.
1.5	Help Desk Accuracy This metric measures the accuracy of the Help Desk in providing correct instructions to users. Measured as the number of all actions taken by the Help Desk that solves user problems the first time.
1.6	Help Desk Request Volume Reporting on the number of request made to the Help Desk. This is not a metric but used for informational purposes only.
1.7	Color Coded Response Levels The color green represents a response level higher than 90 percent. The color yellow represents a response level between 85 percent to 90 percent. The color red represents a response level below 85 percent.

4.2 Help Desk Monthly Throughput

Production Requests

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	2	2	0	4
Closed	2	2	0	4
End of Month Balance	0	0	0	0

Enhancement Requests

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	1	0	0	1
Closed	1	0	0	1
End of Month Balance	0	0	0	0

Total Help Desk Requests

ID	Title	Category	Status
155	Follow up on TeamSite Capacity Issue with client	Medium	Closed
168	Add COD directory to Interwoven for IFAp	High	Closed
169	TeamSite server out of space	High	Closed
170	SFANet contractors unable to FTP to Teamsite server	Medium	Closed
171	Support VDC in changing WebSphere configuration file	High	Closed

**** See Appendix A for Help Desk Requests details***